QUICK REFERENCE

How to Create a Business Request in SP

QUICK REFERENCE GUIDE

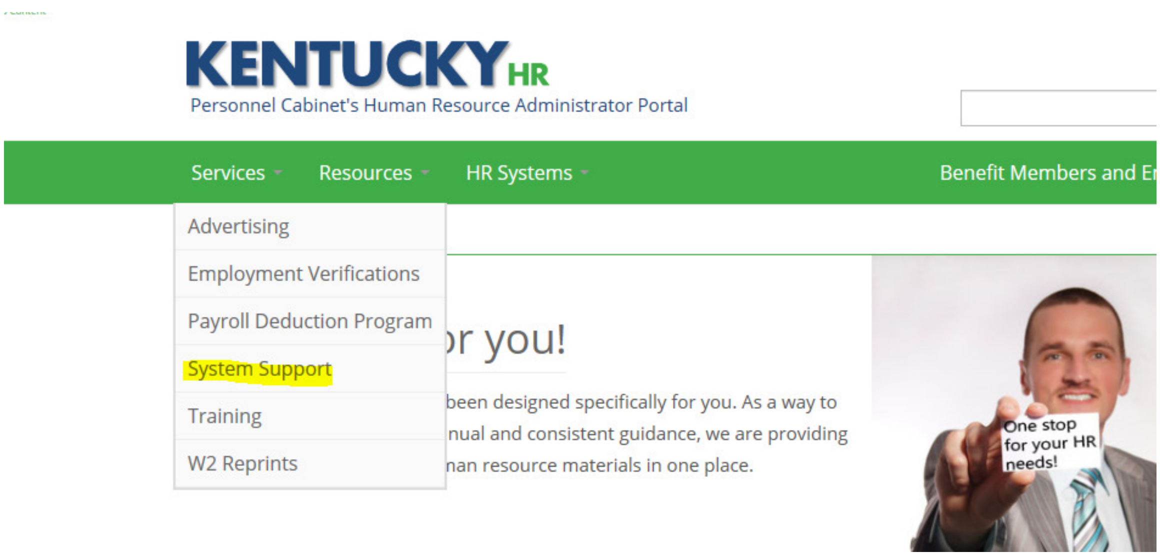
This support tool is focused on the business processes that the Division of Employee Management provides when the KHRIS Service Center logged a ticket from your helpdesk emails/calls. Examples of this type of support would be for Classification/Compensation, Organizational Management, Payroll, Performance Management and Time Management. Additionally, Annual Increment and Performance Management load spreadsheets are submitted for import to KHRIS via this tool.

This is the SharePoint request form for requests coming in from outside the Personnel Cabinet. All submitted requests will route to their TFS (Team Foundation Server) counterpart. Personnel Employees will work the requests in TFS.

Creating a Business Request in SP

If you have a Business Request for the Personnel Cabinet, please fill out the online form that can be found on our website https://hr.personnel.ky.gov

On the green menu bar, Select ‘Services’, and then Select ‘System Support’ from the dropdown list.



You can also access this page from any Personnel site by scrolling to the bottom of your screen, Select ‘HR Systems’

Follow Us On | Facebook | Twitter | YouTube | Subscribe

Policies
- Privacy and Disclaimer
- EEO Statement
- Accessibility
- Statutes and Regulations

Need Help?
- Contact Personnel Cabinet
- Contact Agency HR Office
- HR Systems
- Provide Feedback

About Us
- Home
- About the Personnel Cabinet
- About Kentucky

Kentucky Personnel Cabinet

The System Support page will open on the Personnel HR System Support site.

KENTUCKY HR
Personnel Cabinet's Human Resource Administrator Portal

Sign In

Search

Services | Resources | HR Systems | Benefit Members and Employees Portal

Home > System Support

System Support

KHRIS

This is announcing ISSUE #1 which has Enterprise impact so know about it but you don't need to also report it.

This is the next one.

COS

There are no known issues at this time.

Pathlore

There are no known issues at this time.

Personnel Cabinet Websites

There are no known issues at this time.

System Outages Calendar

Calendars are subject to change at ANY time.

On this page you can find any known outages for Personnel supported systems.

Scroll to the bottom of this page.

Once there, you will find 4 boxes with reporting options. To create a Business Request, you will want to Select the second option: 'Business Request'.

Request Help	Business Request	Request a Change	Request User Access
Need assistance or something not working?	HR Professionals request business support here. [Replaces HelpDesk]	HR Executives can request a system change here. [Replaces KCR]	Authorized Security Contacts (ASCs) can request access for your users here. [Replaces HelpDesk]
Send Report	Request Support	Request System Change	Request Access

Select 'Request Support' as highlighted above.

This will take you to a series of questions to determine how we can assist you with your Business Request. Take time to fill out all the fields with accurate information.

Here is what the first question will look like:

For which agency do you need assistance?

Select Answer...

Choose an agency from the dropdown list.

Question #2: Type in the email where you can be reached, and hit Next.

Email address at which you want to be contacted?

Next

Question #3: Select your business responsibility from the dropdown list. If your responsibility is not listed, select 'Other'. You will be given an opportunity to give additional information at the end of the form.

What is your business responsibility?

Select Answer...

Question #4: Select what you are needing support with from the dropdown list. If what you are looking for is not there, select 'Other'. You will be given an opportunity to give additional information at the end of the form.

I need support with

Select Answer...

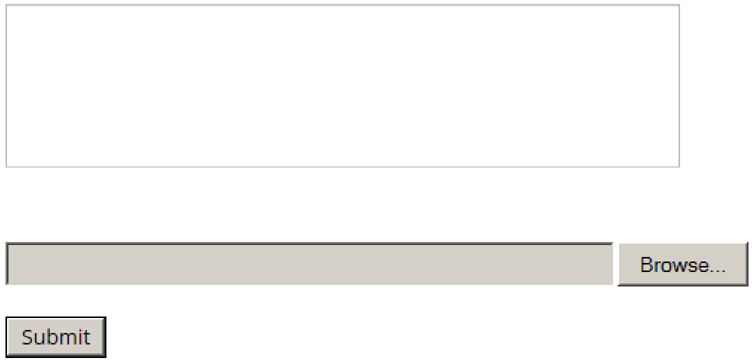
Next Questions:

There will be an additional series of questions based on your answers. Keep using the options from the dropdown list. If what you are looking for is not there, select 'Other'. You will be given an opportunity to give additional information at the end of the form.

Last Question: The last question is an open text field for you to list any additional information that you can provide for your Business Request.

QUICK REFERENCE

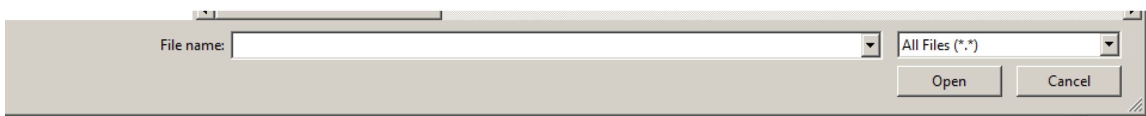
In an effort to expedite a resolution to your request, please provide as much detail as possible in your support request description below. (You may provide attachments by selecting the Insert ribbon above and clicking the Upload File icon.)



If you want to attach screenshots or documents, use the Browse button below the description field. Use QuickReferenceGuide_CapturingScreenshots if you need further assistance.

Select Browse.

Find the file that you want to attach.   Select it and click Open.



Once you are done, Select the ‘Submit’ button.

You will receive a confirmation message back on your screen.

You have successfully submitted your Business Support Request.

You ticket number is 388

To return to the Support Portal CLICK HERE, choose from the menus above or simply close your browser.

Regards,
Your Personnel Cabinet Support Team

This TFS ticket number is the number that will be used to reference your request.